

From: George Morino/=TMS/Toyota. Sent:5/30/2007 8:48 PM.
To: [-] Michiteru Kato/=HINPO/TMC0@TMC0@TMCE.
Cc: [-] Kirk Forsht/=TMS/Toyota@toyota.
Bcc: [-] .
Subject: Re: ES350 Customer Complaints and Warranty Claims.

Mitch:

I'm okay in general with it, but do we want to mention that dealers will inspect the vehicle floor mat condition and assist in the installation of the label if the consumer requests?

George Morino
National Manager
Quality Compliance Department
Product Quality and Service Support
Toyota Motor Sales, U.S.A., Inc.
Tel. 310-468-3392
Fax 310-468-3399

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Michiteru Kato/HINPO/TMC0@TMC0
05/30/2007 03:27 AM
To George Morino/TMS/Toyota@TOYOTA
cc Kirk Forsht/TMS/Toyota@TOYOTA
Subject Re: ES350 Customer Complaints and Warranty Claims

George,

I did not have time to review the draft of the response 16 that Chris drafted because I was tied up with several works on the crazy Automotive News article about Tundra camshaft, but I will try to make it tomorrow.

Could you please review the draft and let me know what you think?

Thanks,

Mitch

----- 転送者: Michiteru Kato/HINPO/TMC0 転送日: 2007/05/30 18:46 -----

宛先: Michiteru Kato/HINPO/TMC0@TMC0@TMCE@TOYOTA

cc: George Morino/TMS/Toyota@TOYOTA, Kirk Forsht/TMS/Toyota@TOYOTA, Christopher Tinto/WDC/Toyota_NY@Toyota_NY, Kevin Ro/WDC/Toyota_NY@Toyota_NY
件名: Re: ES350 Customer Complaints and Warranty Claims

Mitch,

Here is a draft of our assessment. First draft. Comments appreciated.

Regards,

Chris Santucci - Assistant Manager
Technical and Regulatory Affairs
Toyota Motor North America, Inc.
Ofc (202) 463-6856 Cell (202) 651-1581 Fax (202) 463-8513
email: Chris_Santucci@tma.toyota.com

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Michiteru Kato/HINPO/TMC0@TMC0
05/28/2007 07:05 AM
To Chris Santucci/WDC/Toyota_NY@TOYOTA_NY
cc George Morino/TMS/Toyota@TOYOTA, Kirk Forsht/TMS/Toyota@TOYOTA
Subject ES350 Customer Complaints and Warranty Claims

Chris,

Attached is the list of the customer complaints and warranty claims that we are going to submit to NHTSA in our response to PE IR regarding ES350 all weather floor mat.

Please take a look at them and if you have any question/concern, let me know. And please see if we can make some arguments based on the customer complaints.

Thanks,

Mitch

[attachment "Consumer Complaint.xls" deleted by Chris Santucci/WDC/Toyota_NY] [attachment "warranty.xls" deleted by Chris Santucci/WDC/Toyota_NY]